



ARMY MEDICINE
One Team...One Purpose!
Conserving the Fighting Strength Since 1775

MEDICAL



US Army Health Center - Vicenza

Commander: LTC Kane Morgan

Detachment Sergeant: SFC Paul Scott



In-house Services Available

U.S. Army Health Center Caserma Ederle built in 2010

DSN: 636-9000 or
Commercial: 0444-61-9000



Monday- Friday: 7:30 a.m. –4:30 p.m.

(Every 3rd Thursday of the month Closed until 1 p.m.)

Federal Holidays : Closed

**Serving 12,000 TRICARE, DOD and
VA Beneficiaries**

- Patient Centered Medical Home: Adult/Pediatric Primary Care
- EFMP (Exceptional Family Member Program)
- EDIS (Early Developmental Intervention Services)
- Allergy/Immunization
- Audiology
- Behavioral Health (Adults & Children)
- Dermatology
- General Surgery
- GYN
- Laboratory
- Nutrition
- Ophthalmology
- Orthopedics
- Pharmacy
- Physical Therapy (Adults)
- Preventive Medicine
- Radiology (Limited)
- Soldier Medical Readiness
- Virtual Care
- Wellness
- Dental (DENTAC) – FM/ Space Available





Del-Din Services Available

US Army Health Clinic @ Del Din

DSN: 636-9880 or
Commercial: 0444-61-9880



M,T, W, F: 6:30 a.m.- 3 p.m.

(closed 8-9 a.m. and 12-1 p.m.)

Thursdays 6:30 a.m.- 12 p.m.

(closed 8-9 a.m.)

Federal Holidays : Closed

The Del Din Medical Team ONLY Supports Active Duty Service Members Working on Del Din

- Patient Centered Medical Home: Adult
- Allergy/Immunization
- Behavioral Health (Adult)
- GYN
- Laboratory (limited)
- Nutrition (By Appointment)
- Physical Therapy (Adults)
- Radiology (Limited)
- Tobacco Cessation/Wellness





US Army Health Center - Vicenza



3rd Thursday Reminder

**The Health Center will not
open until 1 p.m. for
patient care and services.**



EMERGENCY CARE



- There are no Emergency Services on Caserma Ederle or Caserma Del Din.
- **Dial 118 for a host nation ambulance (ask for English)**
- **If calling from on post, also call the MP office at DSN 634-7626; CIV 800-064-077**

Ospedale San Bortolo

Viale Ferdinando Rodolfi, 37

36100 Vicenza, Italy

Coordinates: 45°33'23"N 11°32'44"E

Patient Liaison Desk (Translators)

+39 0444-75-3300 (Phone)





ENROLLMENT

1. DEERS: Your 1st stop for ID Cards/DEERS enrollment

2. Health Center Enrollment

- **TRICARE:** Sponsor will need to go to the TRICARE office (after DEERS) in the Medical Center to transfer the family to this duty station (EURAFRICA Region). Also enroll for TRICARE Online at www.TRICAREonline.com (enroll under AHC-Vicenza)
- **NON-TRICARE:** Enroll at the USAHC-Vicenza Patient Administration Department (PAD) (after DEERS). Bring your DoD ID Card and insurance information with you. Remember that registration does not guarantee care will always be available when you call for an appointment

3. Secure Messaging: <https://mil.relayhealth.com>



4. Soldier Readiness: In-processing on Thursdays 1230-1630

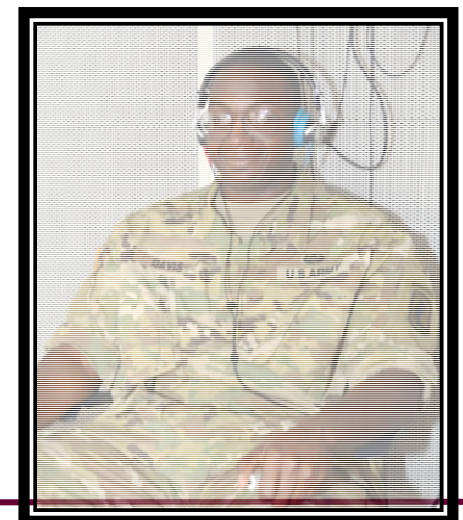
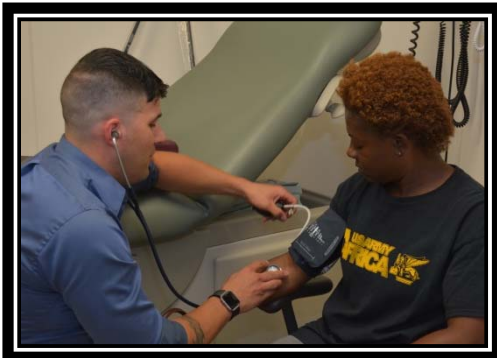
5. Dental: DOD Beneficiaries/Family members will be seen on a space available basis/wait list; Keep your United Concordia (previously MetLife) to be seen off post. (Please ensure you have childcare for your appointments)



On-Post Care

Primary Care:

- The Department of Defense priorities for who may access healthcare at a DOD Facility:
 - **Priority I**: Active duty (AD) Service Members
 - **Priority II**: AD Family Members enrolled in TRICARE Prime (command sponsored*)
 - **Priority III**: Retirees, their Family Members and Survivors enrolled in TRICARE Prime or TRICARE Plus
 - **Priority IV**: AD Family Members not enrolled in TRICARE Prime
 - **Priority V**: All other eligible persons (NAF, DoDDS, DA Civilians, US Contact Employees, Command Sponsored Family members)





Billing for Non-TRICARE Beneficiaries

Priority V: Medical Service Account (Pay Patients):

You are responsible for the entire balance of your medical bill.

As a courtesy, the Uniform Business Office (UBO) can file a claim with your insurance under the Pay Patient Direct Billing Program (PPDBP). The Patient Administration Department will collect your insurance information. The UBO will file the claim, then bill your sponsor for any unpaid balances. To learn more about Medical Service Accounts, please visit:

<http://rhce.amedd.army.mil/ubo/index.html>

USAHC-V does not have a billing office. All billing is managed by the Uniform Business Office at LRMC. Please direct all billing inquiries directly to the LRMC office at Uniform

Business Office (UBO)

Regional Health Medical Command Europe (RHCE) G8

DSN: (314) 590-7400 or (314)590-2177

Comm: 011-49-6371-9464-7400 or 011-49-6371-9464-2177

Fax: (314) 486-7067

Email: usarmy.sembach.medcom-rhc-e.mbx.ermc-eubo@mail.mil

Website: <http://rhce.amedd.army.mil/ubo/>





RECORDS

- Off-post care summaries are translated and transferred into your medical records

It is the patient's responsibility to validate your referrals and off-post care documentation is in your records.



- Alta Villa or San Bortolo (MRI,CT,US) are processed and transferred to our Radiology Dept. within 2-3 weeks. Once received, the images are uploaded to the European Server which gives access to all European MTFs
 - Most exams require translation from Italian to English and processing can take 8-12 weeks. Before making follow-up appointments, patients need to check with the Patient Administration Department (PAD) to determine if translation has been completed and received
 - To request copies of your records please go to the records department located at the U.S. Army Health Center Vicenza
 - Once you PCS from this location your gaining MTF will request your records.
 - You can obtain copies of your records from any military treatment facility as the records are electronic.
-



APPOINTMENTS

There is no “Sick Call” on Caserma Ederle for Medical Appointments
24/7 Nurse Advice Line; 800-877660

Walk-in appointments are seen- on a space available basis



Patient Centered Medical Home Appointments:

- www.TRICAREonline.com (preferred method) – Register under AHC-Vicenza
- Request appointments through RelayHealth secure messages <https://mil.relayhealth.com>
- Information Line: DSN 636-9000; Commercial 0444-61-9000
- Acute seen in 1 day, Routine seen in <7 days, Specialty seen in <28 days

Immunizations: Walk ins 8 a.m. – 12 p.m. 1 p.m. - 4 p.m. bring yellow shot records

Internal Specialty Care: (may require a referral from your PCM; patient can walk to or call clinics to schedule appointments)

- Optometry
- Radiology
- Dermatology
- Behavioral Health/Mental Health
- Physical Therapy



Virtual Health

- Ask if your referral to another military facility can be done with Telehealth. This enables you to stay right here, and meet virtually with your provider, limiting your time spent in transit and overnight stays for some face to face appointments.



MEDICATION

- Refill in person: Request slips in Pharmacy waiting area
- Refill online: www.TRICAREonline.com
- Refill by phone: DSN: 636-9133; Commercial: 0444-61-9133
(select Landstuhl –1, Vicenza-3, Refill –1)
- Renewals: Contact your provider via RelayHealth.com

RX REFILL



When will it be ready? **The next working day.**

How long will you hold the prescription after I call it in? **10 days**

❖ Inquire about Self-Care for common illnesses and many conditions which do not need a prescription.

- | | | |
|---------------------|--------------|-------------------------------|
| ❖ Allergies | ❖ Cough | ❖ Lanolin cream |
| ❖ Fever | ❖ Colds | ❖ Constipation/Diarrhea |
| ❖ Itching | ❖ Warts | ❖ Prenatal vitamin |
| ❖ Chapped lips | ❖ Heartburn | ❖ Plan B (restrictions apply) |
| ❖ Minor aches/pains | ❖ Gas Relief | ❖ Dehydration (Pedialyte) |





REFERRALS

- TRICARE Beneficiaries may be referred to a TRICARE network provider, another MTF, or an in-house specialty service. The PCM will submit a referral request for these services.
- For TRICARE network referrals, after the PCM places a referral (same day) the patient will need to go to the TRICARE Referral Center to complete required forms for ISOS. (Their office is temporarily closed after 12:00 Tues & Thurs and closed all day on 3rd Thurs of the month)
- An appointment may not be booked on this day; however, once iSOS receives the referral request they will contact the patient with the location, date/time of the appointment. (may take up to 5 work days for a response) Take all pertinent medical records, notes, labs, x-rays, tests to the visit
- For referrals to another MTF, after the PCM places the referral the patient will need to call that facility to schedule an appointment. If going to LRMC the patient may utilize the MedEvac department to help coordinate transportation
- For referrals to an in-house specialty service, the patient simply needs to go to that service desk and book the appointment.
- Length of time for return of the referral results may vary





MEDEVAC

- MEDEVAC Office hours Mon-Fri 0800-1630 (closed 1130-1230)
- PCM referrals to Landstuhl Regional Medical Center (LRMC) or Aviano for a specialty care, will take **72 HOURS** for processing.

- When approved, complete the following steps:

Schedule appointment with clinic where referred

- * LRMC, call DSN 486-8106 or 49-6371-9464-5762
- * Aviano, call DSN 632-5000 or 39-0434-30-5000

– Once the appointment is made, stop by the MEDEVAC office to pick up any documents needed for your appointment from the Patient Administration Office

– Information regarding transportation to and from your appointment, hotel arrangements, as well as answering any questions you may have will be discussed at this time





TRICARE NETWORK

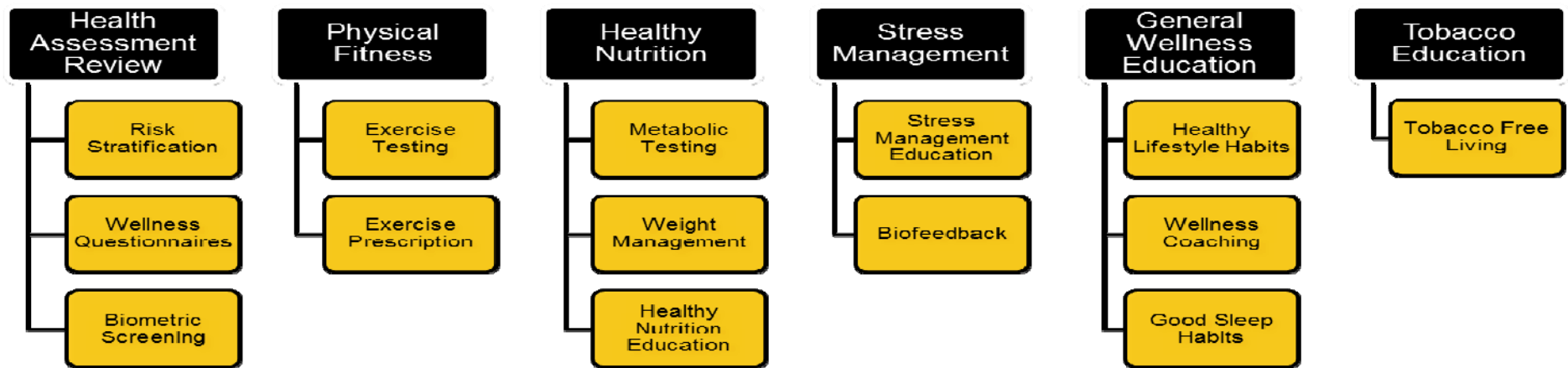
Mammography
Colonoscopy
Obstetrics/ Labor & Delivery
Inpatient Care
Surgical Procedures
MRI/Ultrasound



Network provider compliments and grievances can be filed by anyone, including a patient, family member, unit member, support staff or a provider by email to

TOPGlobalQualityAssu@internationalsos.com

You can also submit your grievance by phone +44-20-8762-8384 option #1 or option #4. Remember to include contact information, including the beneficiary's name, address and telephone number, the individual or institutional provider's contact information, the beneficiary's date of birth and a full description of the issue or concern including date and times of the event(s).



- **Well Coaching** - Meet with a Health Educator to plan a route to reach your objective
- **Energy Management w/Biofeedback**: reduce energy drains & improve performance
- **Body Composition**: Find out your ratio of lean mass to fat mass
- **Fitness Assessment**: find out your cardiovascular endurance score, get heart rate training zones, assess your grip and back strength, & receive an exercise prescription to help you meet your goals
- **Metabolic Testing**: Find out how many calories your body burns at rest & receive recommendation based on goals

Other Group Classes:

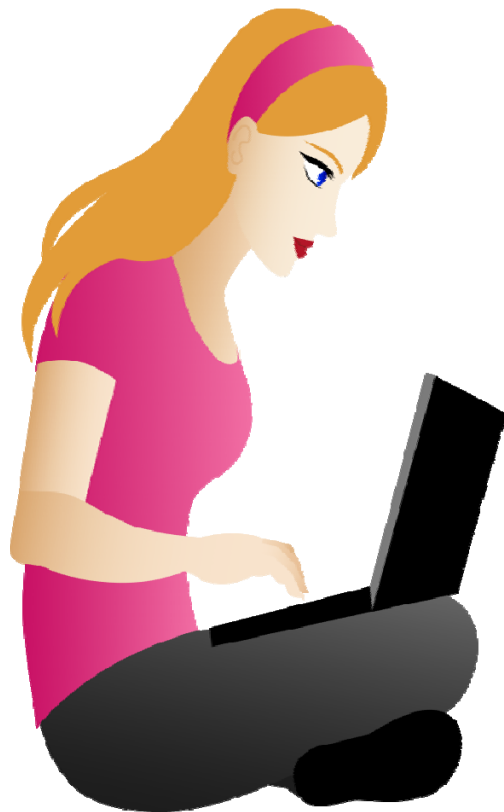
Sleep Education
Meals in Minutes
Tobacco Workshop

Biofeedback
Fueling for Health
Check & Connect



COMMUNICATION

You could have done all
of this without ever
leaving your bed @
www.tricareonline.com



Today's Date: Thursday, 12 Jan 2017, Last Login: 12 Jan 2017 @ 1104

[Quick Links](#) | [Resources](#) | [Contact Us](#) | [Log Out](#)

Your military health care facility is AHC-Vicenza ([change](#))
Your family sponsor is T



[Announcements](#) | [Accessibility & Security](#) | [Site Map](#)



Personal Data - Privacy Act 1974 (PL 93-579) For Official Use Only (FOUO)
TRICARE Online (TOL) is a Department of Defense (DoD) computer system. Use of this site is governed by multiple DoD policies and terms summarized in the TRICARE Online Security Policy. Many of these policies are designed to protect the privacy of your personal information. We encourage you to review these policies.



Important Numbers

U.S. Army Health Center Vicenza: Building 2310; <http://rhce.amedd.army.mil/vicenza/> DSN 636-9000; CIV 0444-61-9000

Del Din Clinic: DSN: 636-9880; CIV: 0444-61-9880

POISON CONTROL CENTER available 24/7: 00800-444-88444

SUICIDE PREVENTION/CRISIS HOTLINE: 00800-1273-8255

EFMP:

Vicenza Educational and Developmental Intervention Services (EDIS), Building 2310; in the US Army Health Center Vicenza
<http://rhce.amedd.army.mil/vicenza/> DSN 636-9230; CIV 0444-61-9230

Vicenza Exceptional Family Member Program System's Navigator DSN 634-7912; CIV 0444-71-7912

Vicenza Acting EFMP Manager for USAG Italy DSN 634-7401; CIV 0444-71-7401

Darby Exceptional Family Member Program (EFMP) DSN 633-7084; CIV 050-50-7084

Medical Foreign Language Assistance Line: Toll Free 800-928-305; Tel:+44 208-762-8133

24/7 Nurse Advice Line: 800-877660

Medications:

Refills: www.TRICAREonline.com; DSN: 636-9133; CIV: 0444-61-9133 (choose Landstuhl, Vicenza, Refill)

Medication Renewals (no refills left) contact your provider through www.relayhealth.com or call the information line.

Readiness/Audiology: DSN: 636-9120; CIV: 0444-61-9120

USAG Italy Phonebook: <http://www.italy.army.mil/phonebook.asp>

U.S. Army Health Center Vicenza
@VicenzaArmyHealth





COMMUNICATION

From US:



U.S. Army Health Center Vicenza
@VicenzaArmyHealth

From You:

**WE CARE
WHAT YOU
THINK**

PLEASE

Take the

**JOINT OUTPATIENT
EXPERIENCE SURVEY**



Take a few minutes to fill out the **Joint Outpatient Experience Survey (JOES)** when you get it by mail or email. **JOES** is a survey that asks questions about your military health care experience. It's secure and we won't share your personal information. Your **JOES** responses tell us what we're doing right and what we can do better.

Comments

